

ORIGINAL

For Commission Use Only:

Case: 05-0015

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

World Largest

CHIEF CLERK'S OFFICE

JAN 10 2005

ILLINOIS
COMMERCE COMMISSION

Regarding a complaint by (Person making the complaint):

Tom Benson Laundry

Against (Utility name):

NICOR

Cleaners

As to (Reason for complaint)

"Errors" Made IN NICOR, LAD TO
CHANGES 24 MONTHS LATER, IMPOSSIBLE TO BUDGET
FOR IN A SMALL BUSINESS. TOTAL COST ABOUT \$70,000.

in Berwyn Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

708 WISCONSIN

The service address that I am complaining about is

6240-46 Cermak, Berwyn, IL
60402.

My home telephone is

708-557-0790

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

708-557-0790

(Full name of utility company)

NICOR Gas

(respondent) is a public utility and is subject

to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

280.100 Unbilled Service -
Gives RIGHT TO "Correct" Mistakes
Up to 2 years.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

"PROGRAMMING ERRORS" MADE BY NICOR - WERE NOT CAUGHT FOR 2 YEARS. IMPOSSIBLE FOR A SMALL BUSINESS TO RE-BUDGET AFTER 2 YEARS. NEW BILLS BETWEEN NICOR AND CENTREPOINT RESULT IN ABOUT \$7000.

Please clearly state what you want the Commission to do in this case:

WIPE OUT THE CHARGES.

Date: 12/13/04
(Month, day, year)

Complainant's Signature Tom Benson

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

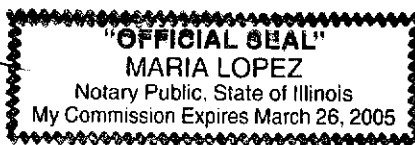
A notary public must witness the completion of this part of the form.

Tom Benson first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Tom Benson

Subscribed and sworn/affirmed to before me on (month, day, year) Jan. 5, 2005

Maria Lopez
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.